Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	0	(("20010044751.pn.") or ("20010027481.pn.")).PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/23 06:34
se read	4	"20010044751".pn. "20010027481". pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:54
S3	2267	705/8	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:54
S4	473	S3 and "service provider"	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:54
S5	337	S4 and customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:54
S6	337	S5 and service	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:54
S7	335	S6 and (database or data base)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:55
S8	335	S7 and (login or log in)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 10:55

S9	263	S8 and list	US-PGPUB;	OR	ON	2006/01/13 11:12
	ined les	30 una lise	USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	O.C.		2000/01/10 11:12
\$10 \(\scale \)	2	"987706".apn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 11:16
S11 VCA	d 3	"20050256778".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 13:31
S12 YLB	2	("5930764").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/13 13:32
S13 Veau	2	"20030101106".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 13:32
s14 read	2	("6525672").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/13 13:33
\$15 Yea	2	"20030009361".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/13 13:33
km/(216	15	(("6477246") or ("6798753") or ("6609106") or ("5903877") or ("20030061094") or ("20030005126") or ("20020169836")).PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/17 08:10

s17 read	2	("20010044751").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/17 08:13
S18 Vead	2	("20020128891").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/17 08:32
\$19 \\ \(\ext{Vec} \)	2	("20010027481").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/17 08:32
szo vead	2	("6389132").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/20 11:42
S21 KWI	16 C	("5335269" "5519767" "5557658" "5754636" "5848142" "5884032" "5982774" "6026156").PN. OR ("6389132"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/20 13:59
S22	1646	"customer relationship management"	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/20 13:59
S23	575	S22 and "service provider"	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/20 14:00
524 KW19	<u>2</u> 47	S23 and "customer management"	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/20 14:00
S25	1118	"900 number"	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/23 06:34
S26	749	S25 and (customer or consumer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/23 06:35

S27	13	3	S26 and 705/8	US-PGPUB;	OR	ON	2006/01/23 07:20
KmIC			320 dila 703/0	USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	Si.	5 .V	2000,01,25 07.20
sza scarr titl	red 101	1	("4577065" "4631428" "4677434" "4723283" "4751669" "4847890" "5058152" "5148474" "5319542" "5325424" "5347632" "5359508" "5361295" "55369694" "5497502" "5557677" "5590197" "5602905" "5619725" "5619570" "5619725" "5619570" "5619725" "5675734" "5694549" "5710887" "5712979" "5715314" "5717860" "5712979" "5715314" "5734961" "5740231" "5745881" "5768521" "5778681" "5768348" "5768521" "57834961" "5794221" "5818836" "5819267" "5819267" "5819267" "5819267" "5819267" "5819267" "5825869" "5825876" "5825869" "5825876" "5825869" "5842212" "5878130" "5884032" "5893077" "5991394" "5994082" "59940471" "5994082" "5994082" "59940471" "5974141" "5982863" "5987430" "5991394" "5999609" "6011794" "6014644" "6026087" "6026148" "6026400" "6029141" "6035021" "6046762" "6055513" "6130933" "6175619" "6185194" "6188673" "6192050" "6223165" "6230287" "6259774" "6549889"). PN. OR ("6801899"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/23 06:38
529 Vead	6	5	(("6404864") or ("6310941") or ("6304637")).PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/01/23 08:01

s30 vead	2	"20020072974".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/23 08:01
-------------	---	-------------------	---	----	----	------------------

Dialog Jan 23, 2006



```
Description
Set
         Items
                  ((CUSTOMER OR CONSUMER) (3N) (HOTLINE OR PHONE)) (5N) (LOG-
             18
S1
               IN OR LOG IN)
L S1 NOT PY>2001
? show files
File 13:BAMP 2006/Jan W3
          (c) 2006 The Gale Group
      15:ABI/Inform(R) 1971-2006/Jan 21
          (c) 2006 ProQuest Info&Learning
File
      16:Gale Group PROMT(R) 1990-2006/Jan 23
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/Jan 23
          (c)2006 The Gale Group
File 211:Gale Group Newsearch (TM) 2006/Jan 23
          (c) 2006 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/Jan 19
          (c) 2006 The Gale Group
File 348: EUROPEAN PATENTS 1978-2005/Dec W04
(c) 2006 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222
(c) 2005 WIPO/Univentio
               Computer Fulltext 1988-2006/Jan W4
File 647:CMP
(c) 2006 CMP Media, LLC
File 654:US Pat.Full. 1976-2006/Jan 19
          (c) Format only 2006 Dialog
File 990:NewsRoom Current Aug 1 -2006/Jan 22
          (c) 2006 Dialog
```